



TRAINING NEWSLETTER

September 2006

THE PATH TO A HIGH PERFORMING WORKPLACE

A workplace that is high performing has:

- supervisors and managers that are effective leaders and coaches
- effective communication channels
- efficient and productive use of staff time
- employees that are committed and engaged in doing their best work

Does this describe your workplace? If not, there are several upcoming opportunities that help get you on the path to a high performing workplace!

Fundamentals of Supervision – Sept 21st

Experience and learn the key skills and components of supervision, including *delegating, giving feedback*, and available *tools and resources*.

When ALL managers and supervisors know and follow appropriate human resources policies and procedures AND know and understand how to communicate and lead their teams effectively, you can begin to see a more successful and high performing workplace.

Building a High Performing Workplace – Sept 22nd

Instructed by Doug Whittle, this workshop focuses on envisioning the future, analyzing your organization's culture, and discussing organizational values that facilitate success in aligning your team to reach organizational and strategic goals. Staff members at *all levels of the organization* contribute to the culture of the workplace; therefore, all can benefit from attending this valuable learning event.

"This is the best governmental training class I have experienced."

"Doug Whittle is a sincere and genuine instructor who seems to have internalized what he's teaching. This was not just a prepackaged textbook lesson."

Working with Employees – Sept 27th

It can be hard to know how to bring up conversations with employees when it has to do with performance or personal issues. It can be additionally hard to know the right thing(s) to say, ensuring that the *conversation is professional, appropriate, and effective*.

This workshop will help you explore ways to work with employees, ultimately eliciting a change in staff member behavior and actions. Taking time to enhance your coaching and leadership skills is essential for a high performing workplace.

Managing Effective Meetings – Oct 6th

Are all meetings really necessary? Do you ever find meetings veering off topic? This *half day* workshop will share *real-life scenarios of meeting challenges* that must be resolved in order to conduct workplace meetings that are valuable and successful.

Facilitated by Carol Tripp, participants will discuss the purpose and necessity of meetings, techniques to keep meetings moving forward in the right direction, agendas, and ground rules!

**Making the time and making a commitment to skills and organizational development is the true key to experiencing a high performing workplace.**

**Challenge yourself and your organization to achieve results.**

All government organizations and staff members need to know the best ways to market the programs and services available to Iowa citizens and organizations. Pick up the latest tips and tricks by attending:

Government Marketing Principles (GI 305) on September 18<sup>th</sup> from 8:30– 4:30

"Marketing is the process of planning and executing the conception, pricing, promotion and distribution of ideas, goods and services to create exchanges that satisfy individual and organizational goals." - AMA

UPCOMING SEMINARS

Conflict Resolution - Sept 29

*You probably can't avoid it, so learn to manage it!*

Grant Writing - Sept 29

*Pick up tips and tricks to bring money to your organization*

Services Contracting: Selecting a Contractor - Oct 5 (half day)

*Learn the CORRECT procedures for selecting a contractor*

Business English - Oct 5

*Refresh your writing and editing skills*

Introduction to Business Skills - Oct 6 and 13 (two half days)

*Learn what business skills are required in government*

Communication Enhancement - Oct 11

*Discover your style and how to eliminate miscommunication*

TRAINING TO NW IOWA

Don't want to travel to Des Moines to attend a PDS workshop? Take advantage of four upcoming classes scheduled to take place in Northwest Iowa!

**Sioux City**

Family and Medical Leave Act

October 17, 2006; 9:00 am – 12:00 pm

**Cherokee**

Valuing Diversity - November 15, 2006

8:30 am – 11:30 am

Preventing Sexual Harassment - October 26, 2006

8:30 am – 11:30 am for Employees

12:30 pm – 4:30 pm for Supervisors and Managers